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Thomas Kunz, Michiel F. H. Seuren

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Full text available: pdf(4.21 MB)

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2 [Exploring the status of the turnover and salary of information technology professionals in Singapore](#)

Margaret Tan, Magid Igbaria

 June 1993 **Proceedings of the 1993 conference on Computer personnel research**

Full text available: pdf(1.11 MB)

Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

The rapid growth of technology in Singapore and the shortage of IT professionals had an impact on the country's competitiveness. The study shows that the turnover rate among IT professionals is still high, particularly among software professionals. There are large differences in the salaries of IT professionals. Salaries vary by job title (category), sector, working experience, nationality, education and in some jobs, by gender. The turnover rate and the number of job openings fell in 1990 ...

3 [Critical cases: The electronic claim file: a case study of impacts of information technology in knowledge work](#)

Bert Painter

 November 2002 **Proceedings of the 2002 ACM conference on Computer supported cooperative work**

Full text available: pdf(250.69 KB)

Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

This is a case study of a public insurance company's conversion of long-standing paper-based work processes to an electronic document management system, "E-File", with imaging, data integration, and automated workflow. As a transformational change, the E-File


experience illuminates a range of effects of information technology. Many effects were well-enough managed, through participatory design and labor-management consultation, to yield an outcome where over 90% of the highly skilled employees s ...

Keywords: case study, information technology, knowledge work, labor-management consultation, participatory design, technological change

4 Level II technical support in a distributed computing environment

Tim Leehane

September 1996 **Proceedings of the 24th annual ACM SIGUCCS conference on User services**


Full text available:  pdf(5.73 MB)

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5 Alternative employment structures in information systems: a conceptual analysis

Soon Ang, Sandra Slaughter

April 1995 **Proceedings of the 1995 ACM SIGCPR conference on Supporting teams, groups, and learning inside and outside the IS function reinventing IS**


Full text available:  pdf(1.27 MB)

Additional Information: [full citation](#), [references](#), [citations](#), [index terms](#)

6 The impact of information systems on organizations and markets

Vijay Gurbaxani, Seungjin Whang

January 1991 **Communications of the ACM**, Volume 34 Issue 1

Full text available:  pdf(3.70 MB)

Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#), [review](#)

The adoption of information technology (IT) in organizations has been growing at a rapid pace. The use of the technology has evolved from the automation of structured processes to systems that are truly revolutionary in that they introduce change into fundamental business procedures. Indeed, it is believed that "More than being helped by computers, companies will live by them, shaping strategy and structure to fit new information technology [25]." While the importance of the rel ...

7 An affordable approach to an architectural computer system

Donald E. Bergeson, Robert Babbin

January 1977 **Proceedings of the 14th design automation conference**

Full text available:  pdf(968.68 KB)


Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

Analysis of information flows, and a review of periodically performed tasks in an architect's office, indicate many functions that could be expedited and enhanced with the aid of a major restructuring that would include a carefully planned, modular, computer system. Staged investment in hardware and software is recommended. A conservative approach indicates computer utilization first in record keeping, then in engineering and text manipulation, and finally in graphics and simulat ...

8 Query evaluation techniques for large databases

Goetz Graefe

June 1993 **ACM Computing Surveys (CSUR)**, Volume 25 Issue 2

Full text available:  pdf(9.37 MB)

Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#), [review](#)

Database management systems will continue to manage large data volumes. Thus, efficient

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Keywords: complex query evaluation plans, dynamic query evaluation plans, extensible database systems, iterators, object-oriented database systems, operator model of parallelization, parallel algorithms, relational database systems, set-matching algorithms, sort-hash duality

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Marie Zannis, Deborah Mateik

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Full text available:  pdf(832.63 KB) Additional Information: [full citation](#), [abstract](#), [index terms](#)

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10 Research contributions: What's an MIS paper worth?: (an exploratory analysis)

T. Grandon Gill

April 2001 **ACM SIGMIS Database**, Volume 32 Issue 2

Full text available:  pdf(1.86 MB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

The article performs an economic analysis of MIS salary data and survey data from a variety of sources in order to estimate the marginal value of a published MIS refereed journal article to its author, a faculty member. The three main conclusions it reaches are: • A published MIS refereed journal article can be worth approximately \$20,000 in incremental pay, over an assumed five-year lifetime, to a faculty member. That value is derived from two sources: (1) the ability such a paper gives the ...

Keywords: economic analysis, journal article, salary survey

11 An analysis of IS technical career paths and job satisfaction

Catherine M. Ridings, Lauren B. Eder

April 1999 **ACM SIGCPR Computer Personnel**, Volume 20 Issue 2

Full text available:  pdf(1.85 MB) Additional Information: [full citation](#), [abstract](#), [references](#)


Technical career paths have been implemented in Information Systems (IS) departments to address the career development needs of employees whose career aspirations are not met by the traditional managerial career path. Understanding how to meet the needs of the technically oriented IS employee is important to IS career planning and development. Much has been written in both academic and popular literature about what composes a successful technical career path. Equity theory has been used in much ...

Keywords: dual career path, equity theory, job satisfaction, technical career path

12 The role of inducements in the recruitment program of U.S. computer companies

La Verne Hairston Higgins

June 1998 **Proceedings of the 1998 ACM SIGCPR conference on Computer personnel research**

Full text available:  [pdf\(1.01 MB\)](#)

Additional Information: [full citation](#), [references](#), [index terms](#)

Keywords: inducements, recruitment, staffing, strategy

13 Spoken dialogue technology: enabling the conversational user interface

March 2002 **ACM Computing Surveys (CSUR)**, Volume 34 Issue 1

Full text available:  [pdf\(987.69 KB\)](#)

Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#), [review](#)

Spoken dialogue systems allow users to interact with computer-based applications such as databases and expert systems by using natural spoken language. The origins of spoken dialogue systems can be traced back to Artificial Intelligence research in the 1950s concerned with developing conversational interfaces. However, it is only within the last decade or so, with major advances in speech technology, that large-scale working systems have been developed and, in some cases, introduced into commerc ...

Keywords: Dialogue management, human computer interaction, language generation, language understanding, speech recognition, speech synthesis

14 Herzberg revisited: the impact of salary on the job and career attitudes of I/S professionals

Stanley J. Smits, John R. Tanner, Ephraim R. McLean

April 1995 **Proceedings of the 1995 ACM SIGCPR conference on Supporting teams, groups, and learning inside and outside the IS function reinventing IS**

Full text available:  [pdf\(846.20 KB\)](#)

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15 The state of the art in distributed query processing

Donald Kossmann

December 2000 **ACM Computing Surveys (CSUR)**, Volume 32 Issue 4

Full text available:  [pdf\(455.39 KB\)](#)

Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

Distributed data processing is becoming a reality. Businesses want to do it for many reasons, and they often must do it in order to stay competitive. While much of the infrastructure for distributed data processing is already there (e.g., modern network technology), a number of issues make distributed data processing still a complex undertaking: (1) distributed systems can become very large, involving thousands of heterogeneous sites including PCs and mainframe server machines; (2) the stat ...

Keywords: caching, client-server databases, database application systems, dissemination-based information systems, economic models for query processing, middleware, multitier architectures, query execution, query optimization, replication, wrappers

16 Competitive solutions for online financial problems

Ran El-Yaniv

March 1998 **ACM Computing Surveys (CSUR)**, Volume 30 Issue 1


Full text available:  [pdf\(331.62 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

This article surveys results concerning online algorithms for solving problems related to the management of money and other assets. In particular, the survey focuses on search, replacement, and portfolio selection problems

17 A software engineering perspective on algorithmics

Karsten Weihe

March 2001 **ACM Computing Surveys (CSUR)**, Volume 33 Issue 1

Full text available:  [pdf\(1.62 MB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#), [review](#)

An algorithm component is an implementation of an algorithm which is not intended to be a stand-alone module, but to perform a specific task within a large software package or even within several distinct software packages. Therefore, the design of algorithm components must also incorporate software-engineering aspects. A key design goal is adaptability. This goal is important for maintenance throughout a project, prototypical development, and reuse in new, unforeseen context ...

Keywords: algorithm engineering

18 Survey of expert critiquing systems: practical and theoretical frontiers

Barry G. Silverman

April 1992 **Communications of the ACM**, Volume 35 Issue 4

Full text available:  [pdf\(2.84 MB\)](#) Additional Information: [full citation](#), [references](#), [citations](#), [index terms](#)

Keywords: critics, expert critiquing systems

19 Causes of turnover among data processing professionals—some preliminary findings

Mohan R. Tanniru, Susan M. Taylor

June 1981 **Proceedings of the eighteenth annual computer personnel research conference**


Full text available:  [pdf\(659.85 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

The critical shortage of the data processing (DP) professionals is a well-known fact; the causes of this shortage include at least two factors—increase in the demand for DP professionals and a high degree of turnover. The objective of this research is to investigate the causes and incidence of turnover reported by a cross-sectional sample of DP professionals at various stages of their careers. In the correlational design that will be used for the study, the dependent variable ...

20 Cost/benefit analysis for incorporating human factors in the software lifecycle

Marilyn M. Mantei, Toby J. Teorey

April 1988 **Communications of the ACM**, Volume 31 Issue 4

Full text available:  [pdf\(1.46 MB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#), [review](#)

New software engineering techniques and the necessity to improve the user interface in increasingly interactive software environments have led to a change in traditional software development methods. Methodologies for improvement of the interface design, an overview of the human factors element, and cost/benefit aspects are explored.

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8 Heterogeneous distributed database systems for production use

Gomer Thomas, Glenn R. Thompson, Chin-Wan Chung, Edward Barkmeyer, Fred Carter, Marjorie Templeton, Stephen Fox, Berl Hartman

September 1990 **ACM Computing Surveys (CSUR)**, Volume 22 Issue 3

Full text available:  [pdf\(2.90 MB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#), [review](#)

It is increasingly important for organizations to achieve additional coordination of diverse computerized operations. To do so, it is necessary to have database systems that can operate over a distributed network and can encompass a heterogeneous mix of computers, operating systems, communications links, and local database management systems. This paper outlines approaches to various aspects of heterogeneous distributed data management and describes the characteristics and architectures of ...

9 Workforce retention: what do IT employees really want?

Guy Paré, Michel Tremblay, Patrick Lalonde

April 2001 **Proceedings of the 2001 ACM SIGCPR conference on Computer personnel research**

Full text available:  [pdf\(883.01 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

The purpose of this study is to present and test an integrated model of turnover intentions that addresses the unique nature of the IT profession. We identified a multidimensional set of HR practices likely to increase retention among IT employees and considered citizenship behaviors as well as two distinct types of organizational commitment as key antecedents of turnover intentions. A questionnaire was developed and sent to the Quebec members of the Canadian Information Processing Society. D ...

Keywords: HR practices, IT personnel attitudes, IT turnover

10 Computing curricula 2001

September 2001 **Journal on Educational Resources in Computing (JERIC)**

Full text available:  [pdf\(613.63 KB\)](#)  [html\(2.78 KB\)](#) Additional Information: [full citation](#), [references](#), [citations](#), [index terms](#)

11 Work at home for computer professionals: current attitudes and future prospects

Margrethe H. Olson

October 1989 **ACM Transactions on Information Systems (TOIS)**, Volume 7 Issue 4

Full text available:  [pdf\(1.75 MB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#), [review](#)


The subject of this paper is work performed in the home with computer and communications technology, also known as telecommuting. The article reports on two studies of work at home: a quasi-experimental field study of organizational telecommuting pilot programs, and an attitude survey comparing computer professionals who work at home to employees doing similar jobs in traditional office settings. The results of the field study demonstrated that

working in the home had littl ...

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14 Strategic directions in database systems—breaking out of the box

Avi Silberschatz, Stan Zdonik

December 1996 **ACM Computing Surveys (CSUR)**, Volume 28 Issue 4

Full text available:  pdf(222.64 KB)

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15 ACM's visit to the People's Republic of China

Thomas A. D'Auria, Franklin F. Kuo, Dora Kuo

March 1984 **Communications of the ACM**, Volume 27 Issue 3

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16 ACM forum

Robert L. Ashenhurst

September 1981 **Communications of the ACM**, Volume 24 Issue 9

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Additional Information: [full citation](#), [references](#), [index terms](#)

17 The impact of automation on employment: case study of a layoff from a Washington, D.C. newspaper

Bruce Gilchrist, Arlaana Shenkin

January 1982 **ACM SIGCAS Computers and Society**, Volume 12 Issue 1

Full text available:  pdf(865.39 KB)

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18 International multifooods

Robert M. Price, Gerardine DeSanctis

January 1999 **Proceeding of the 20th international conference on Information Systems**

Full text available:  pdf(243.41 KB)

Additional Information: [full citation](#), [references](#), [index terms](#)

19 The impact of professionalization efforts on the computer manager (Panel)

Malcolm H. Gotterer

January 1971 **Proceedings of the 1971 26th annual conference**


Full text available:  pdf(785.35 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

The computer specialist has changed drastically in the last two decades. With the initial installation of computers people were recruited from many walks of life to work with this new technology. There was little educational opportunities except courses by hardware manufacturers and technical manuals. The initial group therefore had to learn much by trial and error and there was emphasis on communications between specialists for the purpose of sharing experience. Slowly an organized body of ...

20 The impact of information systems on organizations and markets

Vijay Gurbaxani, Seungjin Whang

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